

When students enrol in TARONJA they agree with all the things mentioned below.

## MINIMUM AGE

Minimum age to enrol in the school is 18.

In special cases Students under 18 will only be attended.

For students under 18, the school requires that the legal representative or legal guardian of the minor accepts the terms and conditions of the school in a document attached.

## REGISTRATION PROCEDURE

There are many ways to reserve a place in a Spanish course.

- 1) From our webpage: [www.taronjaschool.com](http://www.taronjaschool.com)
- 2) Request the inscription form by sending an email to [info@taronjaschool.com](mailto:info@taronjaschool.com)
- 3) By phone +34 963258545.

Once we have received your completed enrolment form, we will send you a booking confirmation, at which point you will have to make a deposit of 150€ into the school bank account.

This deposit is part of the course price and will be deducted from the total amount.

Receiving the deposit indicates that the terms and conditions of the school have been read and accepted.

Once the deposit has been received, we will send you detailed information about your course.

Bear in mind that the rest of the fee must be paid in full at least 15 days prior to your first lesson.

## AIRPORT TRANSFERS

the school can also pick you up at the airport at an extra cost. This service must be booked before the Wednesday prior to your arrival date.

If you have a departure transfer, you must give us your pick-up details (time and address) one week in advance.

## ARRIVALS AND DEPARTURES

Students have to inform the school about their arrival details: day, time, flight number, etc., at least 1 week before the arrival date. This is very important, as we can then arrange for someone to be waiting for the student in the accommodation.

Students should arrive **before 20:00** on the prior Sunday to the beginning of the course to their accommodation. In case of arrival after 20:00h, the student may be obliged to take and pay for the airport service.

One week before the beginning of the course Taronja will send an e-mail with the accommodation details.

Students have to check-out **before 11:00** on the Saturday after the end of their course.

Arriving and departing on different days to the ones specified above is possible by paying an **extra charge and subject to availability**.

Students staying in apartments must leave a deposit of 100€.

Changes of accommodation are subject to availability. They must be requested 5 days in advance. They can be made on the Sunday following the week in progress, and will incur an additional cost of €50.

Any accommodation change without a justified reason that requires moving the same day will incur a cost of 120€.

## INSURANCE

The students are insured by the school, inside the school through a third party and outside the school in the activities organized by the school (trips, extra activities outside the school...).

Our students ARE NOT insured by the school against illness, accident, theft, loss of personal possessions, or any other inconvenience.

the school will not accept any responsibility for such occurrences. Students should check if their home country has any kind of medical agreement with the Spanish Social Security.

European Community students and Swiss students should obtain the TSE (Sanitary European card). This is an individual card to obtain assistance during a temporal period in any city of the European Community or Switzerland.

Non-European community citizens should have an international health insurance policy valid for Spain.

## MEDICAL INSURANCE

TARONJA offers the possibility of arranging a medical insurance for students at an extra cost. See price list.

## COURSE CANCELLATIONS

Due to internal policy, all cancellations must be notified to the school in advance by writing.

Should any cancellations be made 15 days before the course starts, the school will refund all fees paid deducting the deposit (150€). The school will keep this amount for a possible course (onsite or online) at a later date.

Should any cancellations be made less than 15 days before the course starts, the school will refund the student just 60% of the cost of the course. The other 40% will be kept by the school for a possible course (onsite or online) at a later date.

Money WILL NOT be refunded if a course is cancelled after the course and/or accommodation period has started. Only special cases due to illness of the student will be taken into consideration upon the presentation of a medical certificate.

The school reserves the right to cancel courses when insufficient bookings are made, and to transfer students to other courses. In both cases a full refund of fees, including deposit money, will be made if the student should request so.

## POSTPONEMENTS - BREAKS

Students can postpone the start date of their course to another date as long as they notify the school at least 7 days before the planned start date.

Students can take a pause in their course as long as they notify the school by email no later than the Wednesday before the week that they wish to take a pause.

If the student advises after Wednesday, the pause will only be considered with a charge of 50€; we will never consider a pause once the week that the student wishes to postpone has started.

If a student arrives later than the start date, loses class days or cannot attend any lesson because of personal reasons, recuperation of the classes or financial refund for classes missed cannot be demanded.

## ACCOMMODATION CANCELLATIONS

The cancellation of an accommodation not only involves an administrative charge, but in many cases requires payment to the provider for the room, at least part of the booking. For this reason we do not give refunds if the cancellation is made within 15 days prior to the start of the course.

No refund will be made once the course has started. Of course, cases of illness of the student or a family member, supported by a medical certificate, will be taken into account as special cases.

## COURSE REDUCTIONS

This clause applies to all the courses in general:

Maximum number of students per class is 12 minimum is 4. If the number of students per class is less than 4, the school will reduce the number of class lessons in these terms.

### INTENSIVE COURSE

If the number of students in this course will be less than 4 (that means 1, 2 or 3) the lessons will be reduced to half the total. Students will have 2 lessons of 50 minutes a day instead of 4 daily lessons per week.

### CONVERSATION WORKSHOP

If the number of students is 3, students will have 3 lessons of 50 minutes a day per week.

If the number of students is 1 or 2, students will have 2 lessons of 50 minutes a day per week.

## LEVEL TEST

To organize your course and to be assigned the right group, it is very important that you do a level test before coming.

The test consists of two parts, written and oral. It is easy and fast to complete, and we will need it at least 3-4 weeks before you start the course.

Even if you're a beginner, we need you to complete it. If you can't answer some of the questions just leave them blank, this is useful for us too!

You can take the online level test by clicking here:

<https://docs.google.com/forms/d/e/1FAIpQLSdXCnpgFHdKwfyxTVD9rHQrf2di7mRxUjLPMLiOQMoNSs9zQA/viewform>

With this system, you will start your classes the minute you arrive, not wasting any class time on first day level tests.

This test is for internal school use only, the results will not be sent to students. Without this placement test, we cannot guarantee that the student will be placed in a course at the appropriate level.

## PUBLIC HOLIDAYS

The school is open all year, apart from certain public holidays. These days can be found in Dates: Public Holidays.

Optional cultural activities will be proposed for these days.

Check out our SPECIAL OFFERS for these weeks.

## LESSONS TIMETABLE

The school expects that all students will comply with all class schedules, thus respecting the rest of students.

Duration of class lessons is 50 minutes.

School office hours:

Monday to Thursday from 09:00 to 18:30

Friday from 9:00 to 17:00.

**09:00 TO 10:40** Intensive Course (T1 Pass)

**10:40 TO 11:00** Break

**11:00 TO 12:40** Intensive Course (T1 Pass)

**12:45 TO 13:35** Private lessons

**13:35 TO 14:25** Conversation workshop

**14:25 TO 14:30** Break

**14:30 TO 16:10** Intensive Course (T2 Pass)

**16:10 TO 16:30** Break

**16:30 TO 18:10** Intensive Course (T2 Pass)

Our timetable rotates in a zig-zag manner. Some of the groups will have Monday-Wednesday-Friday morning pass and Tuesday and Thursday after-noon pass. It will rotate each week, so everyone will be able to enjoy 2 "free mornings" and 3 "free afternoons", or vice versa, every week.

On the first Monday of the course, students must attend the school according to the following schedule.

T1 PASS: the student must be at the school for 08:30.

T2 PASS: the student must be at the school for 14:00

Students must present themselves in reception where they will receive a welcome pack and the details of the class they have been assigned according to their level.

At 09:00 or at 14:30, depending on the course turn, students directly enter their Spanish classes.

NB: we just want to emphasise that on the first day everything is new, please try and stay calm and if you have any problems, you can come to reception as soon as you finish class, where you can explain the situation and we will try to help solve it.

## DIDACTIC MATERIAL

Our teaching team selects and creates files or online presentations, designs activities, uses short films, videos, songs, social networks, etc. As you can see, TARONJA uses its own materials, **we don't follow any book in particular. The teachers exert a lot of time and dedication in preparing the classes to best adapt them to the rhythm and needs of each group, above all for initial levels up to intermediate.** They always selecting the most suited material to help develop to the maximum the Spanish communicative abilities of the students.

It's important to emphasise that for students with a **higher level, those that already express themselves well in**

**Spanish in different settings, that need to secure and perfect their communication skills, we combine our materials and resources with a book especially selected for this purpose.** In this way, students can take full advantage of their stay in the school and their course.

For us it is very important that each student feels comfortable during their learning process, and we recognise each one is different and advances at their own rhythm. As such if needed, students can repeat previous weeks of their course to consolidate the material.

olidate the material.

**Furthermore, from the first day all the students in the school are signed up to a virtual classroom where they can continue practicing their Spanish using files, activities, videos, and at the same time, stay informed about all the socio-cultural activities and their weekly timetable.**

## NEW TECHNOLOGIES

The school is committed to new technologies. We are working and developing materials for media such as tablet, digital boards, etc.

The school will provide all the materials needed on paper format. You can store them in a special folder that will be given to you on the first day.

We also have an online platform to download weekly materials; you will be given access to it. So, if you have a tablet, we encourage you to bring it and use it as your notebook in class!

## CERTIFICATES

All students who complete a Spanish course will receive a School Certificate that follows the "Common European Framework of Reference for Languages".

However, to receive the Certificate it is necessary attend to, at least, 80% of the lessons.

From the moment that a student signs up to the school, it is understood that the student has read and is in agreement with the above-mentioned stipulations. Inscription in the school implies the accepting of these rules.

Certificates will be emailed to the student approximately two weeks after the end of the course.

## PERSONAL DATA PROTECTION ACT

In accordance with the provisions of the current legislation on personal data protection, we hereby inform you that your data will be incorporated into the processing system owned by TARONAJ\*, in order to attend to your registration. In compliance with the current legislation, TARONAJ\* also informs you that the data will be kept for the legally established period of time.

By means of this clause you are also informed that the data will, if necessary, be disclosed to banks, public administrations and any other entities when such disclosure is necessary in order to fulfil the additional services that may be required by the student. This communication is essential to comply with current regulations.

Failure to provide the data to these entities will mean that the provision of the services covered by this contract cannot be fulfilled.

We also inform you that you can contact the Data Protection Officer of TARONAJ\* (Villa-Herba SL or PaellaParty SL), by sending an email to [dpo.cliente@conversia.es](mailto:dpo.cliente@conversia.es) or by phoning 902877192.

TARONAJ\* also informs you that it will process the data in a lawful, honest, transparent, appropriate, relevant, limited, accurate and updated manner. TARONAJ\* therefore undertakes to take all reasonable measures to ensure that they will be deleted or rectified without delay when they are inaccurate.

In accordance with the rights conferred on you by the current legislation on personal data protection, you may exercise the rights of access, rectification, limitation of processing, deletion, portability and opposition by sending your request to the postal address indicated above or by writing an email to [maxi@taronjaschool.com](mailto:maxi@taronjaschool.com).

You may contact the competent supervisory authority to submit any claim you deem appropriate.

Finally, TARONAJ\* informs you that, by confirming your booking, you give your explicit consent to the processing of the above-mentioned data.

TARONAJ\* is a trading mark; the services provided related to teaching will be invoiced by the entity Villa-Herba SL, inscribed in Valencia mercantil register, volume 7797, book 5093, paper 142, page v-96741 with CIF B97457600, and those related to accommodation and complementary services by the entity PaellaParty SL, inscribed in Valencia mercantil register, volume 10191, paper 172, 1º inscription, page v-173109 con CIF B98864994.